

# **STUDENT HEALTH ISSUES**

## **UNIVERSITY FAMILY HEALTH CENTER (UFHC)**

The University Family Health Center (UFHC) is dedicated to providing comprehensive personal and family centered care to active duty students, faculty, their families and other DoD beneficiaries assigned to the USU. The UFHC is a TRICARE PRIME clinic. All medical students are to be enrolled to the UFHC as their primary care manager site. Family members need to enroll in Tricare Prime and may be assigned a UFHC family physician as their primary care manager if they choose to. All members of the family must change their Tricare enrollment to this region if you are enrolled in another region. DoD eligible patients NOT enrolled to Tricare Prime or who are enrolled to another Tricare Prime site will be seen on a same-day space available basis only.

The UFHC is located on the first floor in building A in room A1034. The clinic is open from 0715 to 1600 Monday through Friday. On Tuesday afternoon (after 1200) the clinic is open for administrative issues only. Patients are seen by appointment only, except in the event of an emergency. Patients needing appointments, either routine or same day for acute problems should call (301) 295-3630. MS-I and MS-II students who are at home and are sick may call the clinic to request 24 hrs quarters. This needs to be done before 0800 to ensure that the Office for Student Affairs can be notified in a timely fashion. After-hours medical advice can be obtained by contacting the TRICARE Advice Nurse at 1-800-308-3518 or the After-Hours Answering Service at 1-800-747-3661.

Parking for the UFHC is available in the general parking areas of the USU parking deck. If the parking deck is full, you may park in the reserved spaces near the ground floor security offices. Check with the security officer for authorization to park in these spaces.

## **SERVICES**

The UFHC is staffed and operated by the Department of Family Medicine with board-certified family physicians and is supported by a professional staff nurse, medical technicians, and administrative support staff. The medical experts at the clinic can manage the majority of your health care. If further expertise is required to diagnose or manage a condition, consultation with other specialists can be obtained at the National Naval Medical Center (NNMC) or other health care facilities in the National Capital Region.

The UFHC offers full spectrum Family Medicine. Typical services provided by the UFHC include:

- General physical examinations and immunizations
- Wellness screening
- Military, retirement and insurance exams
- Well-child exams and childhood immunizations
- Newborn and infant care
- School and camp physicals
- Child behavioral problems
- Women's health care services
- Prenatal care and routine delivery
- Gynecological care (annual exams and Pap Smears)
- Colposcopy
- Infertility evaluation
- Military specific health care services
- Quarters evaluation and authorization
- Physical profiles
- Weight evaluations
- Special service exams (flight and chamber exams)
- Minor surgical procedures
- Vasectomy
- Dermatology evaluations
- Allergy evaluations
- Acute infectious diseases
- Chronic medical problems
- Coordination of consults with other specialty clinics

In addition, the clinic can obtain blood and urine laboratory specimens and supports a small pharmacy of commonly prescribed medications. We also offer, on a limited basis, some commonly used over-the-counter medications.

## **STUDENT COUNSELING SERVICES**

Co-located with the UFHC is the Student Counseling Service. This is clinic supported by the Office for Student Affairs and is staffed by the Department of Family Medicine. Board-certified psychiatrists, psychologists and doctors of social work provide mental health counseling services to students, staff and family members.

Typical services provided by the Student Counseling Service include:

- Mental health counseling
- Couples therapy
- Family therapy

- Stress management
- Test anxiety counseling

## **MEDICAL RECORDS**

Your health record is a valuable document that is the property of the United States Government. Patients who are seen at the UFHC must have their record maintained at the clinic in order to ensure quality care and to ensure the confidentiality and safety of the record. Because your medical record is confidential it may not be released to anyone, including a spouse, without specific written instructions. If you have a consultation at another clinic you must check your record out of the clinic and return it as soon as possible after the appointment. If you receive care at another military or civilian facility, please forward any treatment related information to the clinic for insertion into your medical treatment record. Active duty members placed on limited duty must confirm their status through the UFHC.

Dental care is available for active duty members at the National Naval Dental Clinic (NNDC), building 2, 2nd Floor, NNMC. Dental records are maintained at the NNDC. Call 295-4339 or 295-4340 for information.

## **ACCESS TO CARE**

The UFHC is open Monday through Friday from 0715-1600, except for Tuesday afternoons when the clinic is closed for appointments. During the summer recess the clinic operates on a limited schedule. The clinic is closed on federal holidays and in weather emergencies when the school is closed.

Please tell the appointment clerk if you need more time than the routine 15-minute appointment. The UFHC maintains several appointments every day for those with acute illness that need to be seen on a same day basis. Call early in the day for a same day appointment.

After hours advice is available from the family physician on call by contacting the TRICARE Advice Nurse at 1-800-308-3518 or the After-Hours Answering Service at 1-800-747-3661. If you have an emergency go directly to the nearest civilian or military emergency room. If you are seen at a civilian facility, call HEALTHNET within 24 hours to report this and obtain approval. If not life or limb threatening, call for approval first to avoid incurring the cost of the visit yourself.

## **HINTS FOR A SUCCESSFUL VISIT**

- ***The UFHC is not an emergency room.*** If you have a life or limb threatening emergency you should proceed immediately to the nearest civilian or military emergency room or call 911.
- ***Always call for an appointment.*** Letting us know that you need to be seen allows us to schedule an appropriate time for your visit while avoiding an excessive wait in the clinic. Patients

who walk-in without calling will be given the next available appointment time which can result in a delay of several hours.

- When you arrive for your appointment, check in with the receptionist.
- ***To allow for check in, arrive 15 minutes before your scheduled doctor's appointment.*** It takes time to check vital signs and move patients to exam rooms. Being late only takes away from the valuable time you have with the doctor and inconvenience other patients. Patients are given a screening appointment 15 minutes before the doctor's appointment. Plan ahead for traffic and parking delays prior to your appointment.
- ***Patients who arrive more than 10 minutes late for the screening time may be seen at a later time or asked to reschedule.***
- ***Make separate appointments for each family member who needs to be seen.*** It's not fair to you, your family members, or other patients for the doctor to try and see more than one patient per appointment.
- ***Bring only children who have scheduled appointments.*** Healthy children can be exposed to those that have infectious diseases. If you cannot make arrangements for your other children, they can be left at the Well Child Waiting Center at NNMCC. Call (301) 295-0014 for information.
- ***Be patient.*** Sometimes patients require more time than the appointment given. Please know that you would be afforded the same time if you needed it. If you haven't seen the doctor within 30 minutes of your appointment time, please let the front desk personnel know.

#### **OTHER IMPORTANT INFORMATION:**

- ***Phone messages:*** if you have a question or need to speak with a physician, you may call to leave a phone message. The clinic nurse, your doctor or the physician on call will typically return your call the same day. Non-acute messages may not be returned until the next day. If you need a more urgent reply, please inform the clerk when you call the UFHC at 295-3630. This is the only number available for leaving a message for your doctor. Do not call the Family Medicine Department.
- ***Medication refills:*** medication refills can be provided by the UFHC on a walk-in basis during clinic hours. The drive through satellite pharmacy is also available for refills by calling 301-295-6873. The refill will be ready for pick-up in 24 hours. Renewing a prescription is done by telephone consult. The prescription will be ready for pick-up in 24 hours.
- ***Lab results:*** it is your physician's job to contact you about abnormal results. If you are interested in test results please call during the afternoon and leave a phone message. Pregnancy tests results can be obtained on the same day if the UFHC receives a first morning urine specimen by 1000.
- ***TRICARE:*** this is the DoD insurance plan for family members and retirees. Beneficiaries declare which of three plans they elect to participate in and receive all of their care through the primary care network in that plan. TRICARE PRIME is the

DoD managed care organization (HMO) type plan. More information is available at the Tricare website at [www.tricare.osd.mil](http://www.tricare.osd.mil).

- **The UFHC** is the TRICARE PRIME site for all active duty students. Other active duty members, family members and retirees affiliated with USU may choose the UFHC as their TRICARE PRIME enrollment site. DoD eligible patients not enrolled to Tricare Prime or enrolled to another Tricare Prime site may be seen on a same-day space available basis. Contact the clinic or HEALTHNET at 1-877-874-2273 for forms or questions.
- **Appointments and phone messages** cannot be made by calling the University's Department of Family Medicine. All such patient related calls will be forwarded to the UHC. The UFHC phone number is 295-3630.
- **Suggestions:** if you have concerns about something that happened while you were in the clinic or an idea that might improve care, please bring it to the attention of the clinic director or patient contact representative.

## Phone numbers:

Emergency..... 911  
Emergency Department NNMC..... (301) 295-4810  
Emergency Department Walter Reed..... (202) 782-1199  
Emergency Department Malcolm Grow..... (240) 857-2158  
Emergency Department Bolling AFB..... (202) 767-5504  
Emergency Department Ft. Meade..... (410) 677-2520  
Emergency Department Ft. Belvoir..... (703) 805-0414  
University Family Health Center (UFHC) (301) 295-3630

## HEALTH CARE POLICY BRIEFINGS

### GENERAL HIV POLICY

Since all USU medical students are active duty military officers, each person should recognize their responsibility to follow the guidance of each individual military service. On a regular basis the student body will receive a briefing on the entire subject of AIDS in contemporary society. This briefing provides a full educational experience to include medical and psychological issues, prevention, safe sex practices, employment issues and all personal health and mental health services.

All students are tested for HIV according to the instructions provided by their parent military service. This testing provides the opportunity for early identification and treatment.

Aside from the required testing process, some individuals may learn they are HIV positive by some other means. Any student placed in this situation should immediately report this finding to their personal physician in the UFHC and to the proper military official

in their military chain of command. This will ensure prompt evaluation, re-testing and treatment if necessary.

Students who are HIV positive will be required to observe restrictions in clinical settings as established by the command structure of each individual military hospital. The Office for Student Affairs and the Commandant following the professional medical position of the UHFC will dialog with the command structure in settings where l-IIV positive students may work to insure that communication, treatment, support and protection of patients are made a priority.

HIV positive status may have an important affect on the length of time a student may remain on active duty. Each student must address these issues with the Commandant.

### **NEEDLE STICK INJURY**

Medical students, physicians, and all other health care professionals have a fundamental responsibility to provide care to all patients in a sensitive and compassionate manner without regard to the patient's diagnosis or the nature of the illness involved. At the same time, however, health care personnel must be aware of their potential exposure to certain diseases because of their occupation and take appropriate precautions to protect themselves from such exposure.

Although many diseases may be transmitted through contact with biological materials or fluids such as feces, urine, genital secretions and blood, two serious and potentially fatal viral infections must be emphasized in particular—namely those caused by Hepatitis B and HIV that causes AIDS. The Hepatitis B virus causes an inflammatory disease of the liver that may be asymptomatic or manifested by jaundice and other symptoms of acute liver injury. Approximately 25% of patients become jaundiced, but only 3-5% requires hospitalization. Although a significant number of patients go on to develop chronic liver disease, less than 1% of patients die of their disease. On the other hand, HIV typically causes an indolent disease and usually remains asymptomatic for many years during which time the patient's immune system is progressively impaired. Eventually, patients develop various symptoms of AIDS—a chronic wasting disease with many manifestations, including multiple infections not usually found in patients with a normal immune system. Unfortunately, almost all patients succumb to their disease.

Both of these infections are transmitted primarily through sexual contact or through contamination with infected blood or blood products, and neither are transmitted through simple casual contact. Therefore, Hepatitis B and HIV are transmitted in the health care setting primarily through handling infected blood or through a needlestick injury wherein an individual drawing blood from an infected patient accidentally injects that blood into himself or herself.

The Hepatitis B virus appears to be more easily transmissible than HIV, and the relative risks of becoming infected from a single needlestick injury with infected blood are estimated to be 10-35% for hepatitis B but only 0.32% for HIV. Nevertheless, when drawing

or obtaining a blood sample, it is vital that all health care personnel, including medical students, (1) recognize that any patient may be infected with Hepatitis B or HIV and (2) always take the appropriate precautions to avoid a needlestick injury, including wearing gloves when drawing blood. Furthermore, since the Hepatitis B vaccine is highly effective in protecting against subsequent Hepatitis B infection, it is equally vital that health care personnel avail themselves of this vaccine. Accordingly, all uniformed medical personnel are required to be vaccinated against Hepatitis B, and our UHFC will ensure that all of our students receive a full course of immunization.

Since the University and all of the teaching hospitals have strict infection control procedures and a designated infection control officer, the following guidelines are reiterated here to remind you of the procedures to be followed in the event that you sustain a needlestick injury.

1. Assume that your patients may be infected with Hepatitis B, HIV or both.
2. Wash the site of injury with soap and water.
3. ***Become a patient instantly and immediately report your exposure to the infection control officer,*** or the emergency room physician if the former is unavailable, so that you may receive expert counseling and advice.
4. Your physician will take a pertinent history from you, examine you, discuss the situation with you, and make recommendations for appropriate diagnostic tests and treatment.
5. Don't panic! Talk about the situation with your physician and with others as you see fit, and continue to talk about it.